

Paper reference 20161K
Pearson BTEC Level 3
Nationals Extended Diploma

Information Technology
UNIT 14: IT Service Delivery
(Part B)

Supervised hours: 8 hours

X67962A

YOU MUST HAVE:

Outline_Service_Strategy.rtf

Define_IT_Service_Catalogue.rtf

IT_Service_Management_Implications.rtf

YOU WILL BE GIVEN

Information Booklet.

INSTRUCTIONS

- You will need your research notes from **Part A** (maximum two A4 sides hard copy, or the equivalent number of pages in your normal way of working).
- **Part A** should be completed before attempting **Part B**.
- **Part B** contains material for the completion of the set task under supervised conditions.
- **Part B** must be taken at any time during the period of 3 weeks timetabled by Pearson.
- **Part B** is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.

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INSTRUCTIONS continued

- **Part B** should be kept securely until the start of the 8 – hour supervised assessment period.
- This booklet should not be returned to Pearson.
- Answer **ALL** activities.

INFORMATION

- The total mark for this paper is 68.
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INSTRUCTIONS TO INVIGILATORS

This paper must be read in conjunction with the unit information in the specification and the BTEC Nationals Instructions for Conducting External Assessments (ICEA) document.

See the Pearson website for details.

Refer carefully to the instructions in this task booklet and the BTEC Nationals Instructions for Conducting External Assessments (ICEA) document to ensure that the assessment is supervised correctly.

The set task must be carried out under supervised conditions.

Electronic templates for activities 1, 2 and 5 are available on the website for centres to download for learner use.

The set task can be completed in more than one supervised session.

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INSTRUCTIONS TO INVIGILATORS continued

Learners can take a maximum of two sides hard copy individually prepared A4 research notes (or the equivalent number of pages in their normal way of working) into Part B of the set task, as stated in Part A.

Learners must complete this task on a computer using the templates provided and appropriate software. All work must be saved as PDF documents for submission.

Learners must save their work regularly and ensure that all materials can be identified as their work.

Centres are free to arrange the supervised assessment period how they wish provided the 8 hours for producing final outcomes are under the level of control specified, and in accordance with the conduct procedures.

Invigilators may clarify the wording that appears in this task but cannot provide any guidance in completion of the task.

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INSTRUCTIONS TO INVIGILATORS continued

Learners' notes will be retained securely by the centre after **Part B and may be requested by Pearson if there is suspected malpractice.**

Invigilators should note that they are responsible for maintaining security and for reporting issues to Pearson.

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INSTRUCTIONS TO INVIGILATORS continued

MAINTAINING SECURITY

- **Learners must not bring anything into the supervised environment or take anything out.**
- **Centres are responsible for putting in place appropriate checks to ensure that only permitted material is introduced into the supervised environment.**
- **Internet access is not permitted.**
- **Learners' work must be regularly backed up.**
Learners should save their work to their folder using the naming instructions in each activity.
- **During any permitted break, and at the end of the session, materials must be kept securely and no items removed from the supervised environment.**
- **Learners can only access their work under supervision.**
- **User areas must only be accessible to the individual learners and to named members of staff.**

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INSTRUCTIONS TO INVIGILATORS continued

- **Any materials being used by learners must be collected in at the end of each session, stored securely and handed back at the beginning of the next session.**

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INSTRUCTIONS TO INVIGILATORS continued**OUTCOMES FOR SUBMISSION**

Each learner must create a folder to submit their work.
Each folder should be named according to this naming convention:

**[Centre #]_[Registration number #]_
[surname]_[first letter of first name]**

Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled
12345_F180542_Smith_J

Each learner will need to submit 5 PDF documents, within their folder, using the file names listed.

ACTIVITY 1:

**activity1strategy_[Registration number #]_
[surname]_[first letter of first name]**

ACTIVITY 2:

**activity2catalogue_[Registration number #]_
[surname]_[first letter of first name]**

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INSTRUCTIONS TO INVIGILATORS continued

ACTIVITY 3:

**activity3solution_[Registration number #]_
[surname]_[first letter of first name]**

ACTIVITY 4:

**activity4evaluation_[Registration number #]_
[surname]_[first letter of first name]**

ACTIVITY 5:

**activity5implications_[Registration number #]_
[surname]_[first letter of first name]**

An authentication sheet must be completed by each learner and submitted with the final outcomes.

**The work should be submitted no later than
27 January 2023.**

INSTRUCTIONS FOR LEARNERS

Read the set task brief carefully.

Plan your time carefully to allow for the preparation and completion of all the activities. Your centre will advise you of the timing for the supervised period.

Internet access is not allowed.

You will complete this set task under supervision and your work will be kept securely at all times.

You must work independently throughout the supervised assessment period and must not share your work with other learners.

Refer to any preparatory work from **Part A to complete **Part B** set task. This material must be in a hard copy format.**

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INSTRUCTIONS FOR LEARNERS continued

OUTCOMES FOR SUBMISSION

You must create a folder to submit your work.

Your folder should be named according to this naming convention:

**[Centre #]_[Registration number #]_
[surname]_[first letter of first name]**

Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled 12345_F180542_Smith_J

You will need to submit 5 PDF documents, within your folder, using the file names listed.

ACTIVITY 1:

**activity1strategy_[Registration number #]_
[surname]_[first letter of first name]**

ACTIVITY 2:

**activity2catalogue_[Registration number #]_
[surname]_[first letter of first name]**

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INSTRUCTIONS FOR LEARNERS continued

ACTIVITY 3:

**activity3solution_[Registration number #]_
[surname]_[first letter of first name]**

ACTIVITY 4:

**activity4evaluation_[Registration number #]_
[surname]_[first letter of first name]**

ACTIVITY 5:

**activity5implications_[Registration number #]_
[surname]_[first letter of first name]**

**You must complete an authentication sheet before you
hand your work in to your Invigilator.**

Part B SET TASK

You must complete ALL activities within the set task.

Produce your documents using a computer.

Save your documents in your folder ready for submission using the formats and naming conventions indicated.

Read the Set Task Brief provided separately in the Information Booklet.

Read the Set Task carefully before you begin and the hard copy notes of any preparatory work completed in Part A. Reading time is included in the overall assessment time.

Painless Smiles has employed you to design an IT service solution by applying the IT service delivery life cycle. You should consider alternative solutions and the delivery implications these may have on the current and future needs of the dental practice.

ACTIVITY 1: OUTLINE IT SERVICE STRATEGY – You are advised to spend 1 hour on this activity.

Produce an outline IT service strategy using the template Outline_Service_Strategy.rtf for Painless Smiles' current and future needs.

Your service strategy should:

- **identify Painless Smiles' IT service and/or process requirements**
- **prioritise the IT service and/or process requirements in relation to the needs of the dental practice, employees and patients**
- **justify how you have prioritised the IT service and/or process requirements.**

Save your completed service strategy as a PDF in your folder for submission as

**activity1strategy_[Registration number #]_
[surname]_[first letter of first name]**

(Total for Activity 1 = 8 marks)

ACTIVITY 2: IT SERVICE CATALOGUE – You are advised to spend 1 hour on this activity.

Produce an IT service catalogue by defining the individual IT services for the current and future IT requirements for each given function of the dental practice. Use the template

Define_IT_Services_Catalogue.rtf

Save your completed service catalogue as a PDF in your folder for submission as

activity2catalogue_[Registration number #]_[surname]_[first letter of first name]

(Total for Activity 2 = 8 marks)

ACTIVITY 3: IT SERVICE DELIVERY SOLUTION – You are advised to spend 3 hours on this activity.

Produce a design for an IT service delivery solution that will meet the current and future needs of Painless Smiles, its employees and patients.

You should include:

- **information requirements**
- **data requirements**
- **hardware and software service options**
- **managing infrastructure and users.**

Your design evidence may contain a combination of written, tabular and annotated diagrammatic information and may consist of more than one document. There is no single preferred method of presenting this evidence.

Save your completed design as a PDF in your folder for submission as

activity3solution_[Registration number #]_[surname]_[first letter of first name]

(Total for Activity 3 = 20 marks)

ACTIVITY 4: MANAGEMENT REPORT EVALUATING THE SOLUTION – You are advised to spend 1 hour and 30 minutes on this activity.

Produce a report that evaluates the appropriateness of the solution you designed in Activity 3 in relation to the current and future IT service delivery requirements of Painless Smiles.

It should include:

- **an assessment of the appropriateness of your solution**
- **a comparison with alternative solutions that could be used**
- **a rationale for choosing your solution over the alternatives.**

**Save your completed management report as a PDF in your folder for submission as
activity4evaluation_[Registration number #]_
[surname]_[first letter of first name]**

(Total for Activity 4 = 12 marks)

ACTIVITY 5: IT SERVICE MANAGEMENT

IMPLICATIONS REPORT – You are advised to spend 1 hour and 30 minutes on this activity.

Produce a report using the template

IT_Service_Management_Implications.rtf

Analyse the IT service management implications for Painless Smiles of the solution you have designed.

Your report should cover the IT service management implications of the following areas:

- **implementing your solution and delivering the dental practice's services and products**
- **managing and supporting employees**
- **managing and supporting the dental practice's patients**
- **managing the dental practice's IT assets.**

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ACTIVITY 5 continued

Think about how each area will be affected by:

- **constraints, such as legal requirements, security issues, resource limitations**
- **changes in the dental practice's aims, products and services.**

**Save your completed implications report as a PDF in your folder for submission as
activity5implications_[Registration number #]_
[surname]_[first letter of first name]**

(Total for Activity 5 = 16 marks)

**TOTAL FOR TECHNICAL LANGUAGE IN TASK
= 4 MARKS**

TOTAL FOR TASK = 68 MARKS

END OF TASK
